

How'd We Do? February 2020

OLD TOWN LIBRARY

1. Although probably not anyone in particular's fault, I have however here lately noticed an awful lot of dog poop (feces) on the library property. The reason I am saying something is because of the children may come into contact with the numerous poop piles throughout the property.
2. Re Dominic – GREAT! Patient – SOOO patient. 10+ deserves a raise.
3. Re Ilene – She's the best 10+ and deserves a raise. After wasting a half hour on a search, went to her, BINGO!

HARMONY LIBRARY

4. I love my library. Thank you for all each of you do to keep things organized. You make my day bright.
5. Thanks to all your staff for providing excellent customer service. 😊
6. iPad class – Graham and Sara did a great job! 10+ very patient. Love these classes.
7. Ken Draves – for about 6 weeks I've been bringing my grand-daughter to the Thursday 11:00 storytime. Every week I've had to park in the next to last row. I know that parking has always been an issue – but I want to ask you to watch the lot on Thursdays 10:30 – 11 > you'll see many young parents circling the lot, over and over, waiting for a spot. We'd love to see the students park farther away. Thank you for any help you can give. * The storytime librarians are AWESOME 😊 *RESPONSE: Manager Ken Draves contacted customer and they discussed the issue.*
8. Sidewalk by the senior/family parking is "terrible"
9. The few times I came here to read in peace and quiet, I encountered groups of students who gather to study in common areas. There were loud & obnoxious. Shouldn't they be reserving a room? Sometimes they aren't doing school work or discussing anything meaningful. It would be nice to have peace while here of at any libraries. Thank you! *No contact information provided.*
10. Excellent library yet a woman with 2 small boys could not keep them quiet! The younger boy, "Michael" shouted, cried, yelled, and ran around the library for 45 minutes. Behavior like this should not be tolerated by staff! *No contact information provided.*

COUNCIL TREE LIBRARY

11. Submitted by a staff member: Over the weekend, I had a customer let me know how appreciative she was that we are open on Sundays. She has just moved to the area, and her old home library would close on Sundays. She said it makes her life a lot easier that we're open.
12. KUDOS! Laurel gave me excellent professional service when I came to the desk asking for help with the catalog to locate materials on the settling of Windsor & N. Colo in the 1870s. She not only "played w/subject headings" but also searched out specific titles to recommend.
13. I have not been here in a long time. However, your service is exceptional. It has ALWAYS been that way. Keep up your awesomeness!

14. Althea is wonderful! Always helps us! Terrific with a smile and beautiful spirit.
15. RE: Large south windows coming in from the main entrance. Please do something about shades that are needed for those windows. The sun beats on the east wall which shelves the DVDs. Not only is it NOT good for the media shelved there, but it is quite uncomfortable for people standing there looking through them. Thanks for your consideration! *RESPONSE: Manager Currie Meyer responded to the customer: I apologize for your uncomfortable experience at the Library. Yes, the sunlight in that area of the library can be intense at certain times. Over the past few years, we have installed shades in three areas including children's, quiet study, and west atrium. Each installation must be considered for budget, contractor availability and operations impacts. Shades for the south windows are next up for consideration. Thank you for using Council Tree Library.*

COMMENTS RELATED TO THE NEW ROOM RESERVATION SYSTEM

16. I frequently use the meeting spaces in Old Town. I pick specific rooms for specific reasons, such as the larger room to walk around and practice a speech, or a room in the farther corner where I can get more privacy. Recently, the library changed the reservation process. It gives me little to no control over the rooms I prefer. I understand why it prioritizes the number of people per space. However, it does not account for what the space is used for specifically. I practice lots of speeches. A tiny cubicle does not help me. I need room to walk around and the ability to practice portions on the whiteboard. I'm rather upset. I have a speech coming up and nowhere appropriate to practices. Please consider more than just the amount of people. *RESPONSE: IT Manager Mark Huber responded to the customer to say that he is working with the vendor to offer a view similar to the old system that would allow customers to browse existing room schedules to facilitate selecting rooms based on availability instead of first determining when you'd like the room. He also shared suggestions on using search filters in the meantime.*
17. The new study room reservations – a) the new sign up is fine, b) the follow up information is redundant and annoying, c) One email follow up is fine. Please remove the extra texts from my room sign-up process. Thank you. *RESPONSE: IT Manager acknowledged the customer's concern and let him know they're working out the glitches.*
18. I liked the old/previous online room scheduling application more than the current one because: a) you cannot see what is available in the category – ie study room A – F, 1 – 3 and b) cannot go back to correct or change. *RESPONSE: IT Manager acknowledged the customer's concern and let her know they're working out the glitches.*
19. The new system for reserving rooms isn't as good as before.
20. The new program used for reserving study rooms I find very discouraging, difficult, and take me 3x longer to sign up for a space. I use to use the study rooms 2-3 times a week but since the new signup program, I'm discontinuing my want or use of the spaces from here on out. *RESPONSE: IT Manager acknowledged the customer's concern and let him know they're working out the glitches.*

MISCELLANEOUS

21. (Submitted at Council Tree Library) First, I really appreciate the library and the way it is run. It is one of the city's finest resources.

One suggestion, though – this Saturday, using one of the public computers, my time expired even though no one was waiting to use it. I went to the Front Desk where I was to that the librarians usually don't give out extra time. Then the Front Desk librarian had to find and ask the librarian who oversees the computers. This librarian gave me an hour of extra time which I graciously accepted.

When I go to Harmony, however, this never comes up because once you use your allotted time and there is no one waiting, then you are automatically given 15 extra minutes by the computer system. And if there is still no one waiting after that 15 minutes, then you are given another 15 minutes, ad infinitum till closing. This is a fair system, plus I don't have to bother the librarians. Maybe the I.T. Dept. could set up Council Tree the same way as Harmony for a consistent, sensible process all around? *RESPONSE: Manager Meyer responded to the customer and then gathered information from IT Manager Huber. She then shared a summary of auto-extend times based on available computers. The customer was most appreciative of the response and the customer service he received.*

22. Whenever I sign into the computer – your system asks me to sign in again – because the numbers I entered were incorrect. I had your employee come over today to confirm your systems mishaps. The other day I asked your tech person to extend my more time on the computer because the more time was 2 hours & 10 minutes. He claimed to have given me an addition half hour. But your computer did not register any additional time. Therefore, he had to re-due the extension. Your system is being hacked – is this not obvious to you? *No contact information provided.*
23. I work for the program dept at the Estes Valley Library. I'm wondering what kinds of programming you plan to offer for adults based on the summer reading theme of Imagine Your Story. Thanks. *RESPONSE: Staff from the Programming group responded.*
24. It is exceedingly difficult to do full and deep research with so many books taken away from the reference section. *No contact information provided.*
25. I think the overdue notices emailed by the library should include a list of drop-off places. *No contact information provided.*
26. To see how ridiculous the 7-day loan limit is for the Binge Watch sets; would you see how many times they are renewed? I'm willing to bet that the series should be renamed to a Collection Set and give people 21 days to watch them all. Most of the Binge Sets are good collections, but I shouldn't be pressured to retract from life for a week to watch them. *No contact information provided.*
27. This morning, I had difficulty searching/putting a hold on *Guide to Literary Agents 2020* due to catalog/link glitches. I spoke with Chris at the help desk and she assisted me. She is personable, knowledgeable, and helpful and was able to put a hold on for me when I couldn't do it from my end. She presents a positive image for the library and deserves recognition. Thank you.